

ASK

- Trust your instincts.
- It's okay to ask and express concern.
- Don't make assumptions. Stick to observable behaviours.
- Be specific about the observable behaviour that worries you.

Example: "I've noticed you seem distracted and upset lately and I'm concerned about you."

Example: "I respect your decision. I hope you will keep these options in mind. My door is always open."

Follow Up

- Respect the decision to accept or refuse help (except in emergencies).
- If appropriate, check in with the student later to see if they need further assistance.
- Practice self-care and seek personal support as needed.
- Consider incorporating resources within the classroom & on Blackboard. *See below.

If you notice...

1) Indicators of Safety Concern

- Violent, destructive, or erratic behaviour
- Immediate safety concern related to suicide thoughts or behaviours
- Medical emergency, including drugs or alcohol
- Aggressive or threatening behaviour with high risk of harm

*If the person is on campus call campus police 519 253 3000 ext. 4444. If the person is off-campus dial 911. Then fill out Care Alert Form** and the Assessment and Care Team will follow up within 24 hours.*

2) Possible Indicators of Distress

- Significant changes in mood, behaviour, or appearance
- Appears agitated, sad, worried, or anxious
- Expresses hopelessness or references suicide or self-harm
- Mental health appears to be significantly deteriorating
- Indicate current or past experience of violence or trauma

****File a Care Alert Form here:**
www.uwindsor.ca/studentexperience/304/care-alert

Support

- Listen with an open mind.
- Ask questions to help understand the situation.
- Acknowledge thoughts and feelings.
- Offer hope and help.
- Paraphrase and summarize to reflect your understanding.

Refer

- Point out that help is available and seeking help is a sign of strength.
- Provide information about resources including 24-hour support options.
- Offer to help the student connect with resources.
- Consult when needed. Student Counselling Centre can help you connect your student with the most appropriate resource.

Example: "If you would like, we can call and book the appointment while you are here with me."

Resources

24 Hour Support

MySSP: Student Support Program

Free counselling 24/7 with licensed counsellors, available in 35+ languages via call or text. Download the app MySSP or call 1-844-451-9700.

Community Crisis Line

519-973-4435
www.hdgh.org/crisis

Walk-in Crisis Service

Windsor Regional Hospital
1020 Ouellette Ave. Windsor, ON

Good2Talk

Postsecondary student hotline
1-866-925-5454

Big White Wall

Community forum monitored by counsellors
www.bigwhitewall.ca

Safety

Campus Police

Emergency Services:
519-253-3000 Ext. 4444
Off campus: call 911
Non-emergency Services:
519-253-3000 Ext. 1234

Safe Lancer App

Virtual walk home & emergency alerts by campus police.
Download the app: Safe Lancer

WalkSafe

Student led walk home service
Mon-Thurs 7pm-1am
Call 519-253-3000 Ext. 3504

Health & Wellness

Services

Student Counselling Centre

CAW Student Centre Rm 293
519-253-3000 Ext. 4616
8:30am-4:30pm

Peer Support Centre

CAW Student Centre Rm 291
Walk-in Mon-Fri 10am-8pm

Student Health Services

CAW Student Centre Rm 242
Mon-Fri 9am-5pm
519-973-7002

Sexual Misconduct Response & Prevention

svsupport@uwindsor.ca
Or 24/7 Sexual Assault Crisis Line: 519-253-9667

Crisis & Mental Wellness Centre

744 Ouellette Ave., Windsor, ON
Mon-Sun 8am-8pm

Basic Needs

UWSA Food Pantry

CAW Student Centre Rm 233
foodpantry@uwindsor.ca

Financial Fitness

1-877-777-9218
appointment@financialfitnesswin-dsor.ca

Residence Life Coordinators

Alumni Hall: Ext. 3415
Macdonald Hall: Ext. 5610
Laurier Hall: Ext. 5610
Cartier Hall: Ext. 5610
Mon-Fri 9am-5pm

Downtown Mission of Windsor

Open Mon-Fri 10am-2am
Food bank Tues-Fri 10am-3pm
664 Victoria Ave. Windsor, ON

Accessibility & Academic

Student Accessibility Services

Dillon Hall Rm 117
Mon-Fri 8:30am-4:30pm
519-253-3000 Ext. 6172
TTY 519-973-7091

Academic Advising

Walk-in 10-11:30am, 2-4pm
Dillon Hall Rm 111
Or by appointment
uwindsor.ca/success/advising

Writing Support Desk

By appointment
writingsupport@uwindsor.ca

Career Development & Experiential Learning

Joyce Entrepreneurship Centre Suite 100
Mon-Fri 8:30am-4:30pm
519-253-3000 Ext. 3895



* To access more online resources, training opportunities, and ways to incorporate mental health information into the classroom visit:

www.uwindsor.ca/wellness or [contact wellness@uwindsor.ca](mailto:wellness@uwindsor.ca)